



# My Healthy News

MHLA Participants' Newsletter

## Your MHLA ID Card and Pharmacy Benefit

Hello from the My Health LA (MHLA) program.

**Today, you are getting a MHLA ID card.** This new card has important pharmacy information. Be sure to bring this new MHLA ID card with you whenever you go to the pharmacy.

Without this card, your pharmacist may not be able to give you your medicine.



Now you have more options where you can get your medicine. If you want to continue getting your medicine at your clinic, that is ok. But if you want to pick up your medicine at a pharmacy near your house or work, now you can! **This new MHLA ID card means you can get your medicine at hundreds of**

**Your new MHLA ID Card has been updated with new and important pharmacy information.**

Your pharmacy will need to see your MHLA ID Card every time you get your medicine. Please keep it with you at all times, and call MHLA Member Services at 1-844-744-6452 if you lose it. It's free to replace it.



**pharmacies in Los Angeles County.** It may be possible for your medicines to be mailed to your house or clinic.

MHLA now works with a pharmacy company called **Ventegra**. Together, we are giving you more pharmacy choices! You can get your medicines in the evening and on weekends! And don't forget, **your medicine is always FREE with MHLA.** Call MHLA Member Services at 1 (844) 744-6452 if you are ever asked to pay for your medicines.

Ventegra has a website that lists all of the pharmacies where you can now pick up your medicine: <http://ventegra.com/mhla> or you can call them at **1-855-444-7757**. The staff at Ventegra speak many languages and can help you find a pharmacy near you. Talk to your medical home clinic about where you can get your medicines in the MHLA program.


It's important that your pharmacist knows about all the medicines you are taking right now. Be sure to

tell them about any allergies you have to any medicine. Ask the pharmacist any questions you have.

### "Special" Medicines

Sometimes you may be asked to take a medicine that is not carried by a pharmacy or your clinic. If this happens, you may need to go to a different pharmacy at another location to get these "special" medicines. Your clinic will let you know where to go.

If you need help getting your medicine, Ventegra can help you Monday through Friday from 5:00 AM to 9:00 PM PST, and on Saturdays and Sundays from 7:00 AM to 7:00 PM PST. Call them at 1 (855) 444-7757.

	Participant ID: <b>Member ID</b>
	DOB: _____
	Language: <b>MY HEALTH LA (MHLA)</b>
<b>MEMBER NAME</b>	
Medical Home Clinic:	
Medical Home Address:	BIN #012528
Medical Home Phone:	PCN VENTEG
MedicalHomeAdminPhone	GROUP MHLA
THIS CARD IS FOR IDENTIFICATION ONLY IT DOES NOT GUARANTEE ELIGIBILITY IN MHLA	

Show this card when you visit your doctor or pharmacy. If possible, go to a Department of Health Services hospital for an emergency, or call 911.

Mental Health .....	1-800-854-7771
Substance Abuse .....	1-844-804-7500
Pharmacy .....	1-855-444-7757
MHLA Questions .....	1-844-744-6452

Muestre esta tarjeta cuando consulte a su doctor o la farmacia. Si es posible, vaya a un hospital del Departamento de Servicios de Salud para una emergencia, o llame al 911.

Salud Mental .....	1-800-854-7771
Abuso de Sustancias .....	1-844-804-7500
Farmacia .....	1-855-444-7757
Preguntas de MHLA .....	1-844-744-6452

MHLA is NOT health insurance and will not cover any services, including emergency care, outside of the MHLA network. Visit <http://dhs.lacounty.gov/MHLA> for more information.

## Lost Your MHLA ID Card?

If you did not receive your MHLA ID card or you lost it, call MHLA Member Services at 1 (844) 744-6452. It is **free** to replace your ID card. Call us as soon as possible because it takes a few weeks to get it to you. If you need to pick up a medicine at pharmacy while you wait for your new MHLA ID card, you can use your MHLA enrollment letter until your new ID card arrives in the mail. Or, talk to your medical home clinic who can help you.

**Remember, keep your MHLA ID Card with you at all times!**

## Your Information is Safe at MHLA

Many people are worried about their personal security and safety right now. The stories we see about federal immigration authorities in the news have caused some people to be afraid of applying for or renewing their MHLA. But you don't have to be afraid—**MHLA does not share your information with immigration agents.**

Workers at your medical home clinic and Los Angeles County hospitals will ask you for personal information to find out what health program is best for you and for your family. **We keep all of your information confidential.** Any information you provide

*(Continued below)*



**My Health LA**  
Department of Health Services-Managed Care Services  
1000 S. Fremont Avenue, Building A9-East, 6th Floor, Unit #92  
Alhambra, CA 91803

## Your Information is Safe at MHLA (Continued)

when applying for MHLA is only used to enroll you in the MHLA program—not for immigration purposes. This is also true for Medi-Cal, and for Covered California.

**Do not be afraid to go to the doctor, a clinic, the hospital or the emergency room to get the health care you or your children need.** Do not let fear stop you or your family from enrolling or renewing in MHLA. Your information is safe with us.



Our doctors, nurses, and medical home clinic workers care about you. We speak many languages, and we'll protect your privacy.

**The MHLA program is not going away,** regardless of what happens to the Affordable Care Act (or "Obamacare"). MHLA participants can get medical care with no fear. MHLA is still here to help you.

If you have any questions, call our MHLA Member Services Department at 1 (844) 744-6452.

Please be well and stay healthy.

